1. Originator Benzell Floyd		2. Log Date 7/13/98	3. CCR #: 98-0796	4. REV: —	5.Tel: 0518	6. Office : MSS

7. Title: Evaluation of Remedy Action Request System's Distributed Server Option (COTS)

8. Originator Signature *Benzell Floyd*	9. Date: July 10, 1998	10. Class IN	11. Type: CCR	12. Need Date: Aug. 7, 1998
13. Office Manager Signature *(signed) for Sam Fitzhugh*	14. Date: 7/10/98	15. Date CCB Decision Needed: July 17, 1998	16. Category of Change: Other	17. Priority: Routine

18. Documentation/Drawings Impacted:		19. Schedule Impact:	20. CI(s) Affected: MCI

21. Release Affected: B	22. Date due to Customer:	23. Impl. Date:	24. Effectivity of Change:	25. Est. Cost None

26. Source Reference: NCR ☐ Action Item ☐ GSFC CCR ☐ Tech Ref: ☐ Other: ☒

27. Description of Change: (use additional Sheets as necessary)
The COTS application, Remedy Action Request System (ARS) will be used to generate, store, and report trouble ticket information at each of the ECS sites. There is a requirement to have the capability to forward trouble tickets when it is determined another site should be responsible for resolving the problem and there is a need to forward "closed" trouble tickets to the SMC for system-wide trending and historical purposes. The Remedy ARS (Version 2.1.3) that ECS purchased several years ago to fulfill ECS trouble ticket requirements does not directly have the capability to forward

28. Proposed Solution: (use additional sheets if necessary)
Evaluate the Remedy ARS DSO as a solution for the trouble ticket forwarding requirements. Provide approval to install Remedy ARS Version 3.2, existing ECS ARS structures and data, and Sybase on two HP platforms (slimer and an HP in a different network, second HP to be determined). Provide approval to obtain an evaluation license key for the ARS DSO and to activate DSO on the specified HP platforms for purposes of evaluating its advertised capabilities and determining if it can be used to satisfy ECS requirements.

29. Alternate Solution: (use additional sheets if necessary)

30. Consequences if Change(s) are not approved: (use additional sheets if necessary)
Will be unable to evaluate DSO and determine if it can satisfy the trouble ticket forwarding requirements. Note, a permanent change is not being requested at this time. The request is for approval to evaluate a new Remedy ARS capability. Results of the evaluation will help determine whether or

31. Does Change Affect Any of the following (Please Explain on additional sheet):
Maintenance Training ☐ Performance ☐ Operation Training ☐ Safety ☐ Service ☐ Support ☐ Test ☐

32. Organization(s) Affected: Arch Off ☐ CM ☐ Clearcase Support Group ☐ Contracts ☐ ECS Chief Eng ☐ FOS ☐ M&O ☐ QO ☐ Rel Dev ☐ Procurement ☒ RTSC ☒ SDE ☐ Security ☐ Sys. Eng. ☐ Sys Verf Acpt ☐ Other ☐

33. Site(s) Affected: EDF ☒ Mini-DAAC ☐ VATC ☐ EDC ☐ LaRC ☐ NSIDC ☐ SMC ☐ AK ☐ JPL ☐ EDC ☐ GSFC ☐ Other ☐

34. Board Comments: Need to Coordinate which HP platforms to use with development.	35. Work Assigned To: RTSC

36. Release Authorized____	37. CM Verified/Date:

38. EDF/REL2 CCB Chair (Sign/Date): *(signed)* 7/13/98	39. Disposition: App __ A/C ✓ W__ Forward ECS __ Forward ESDIS ERB__	40. ESDIS ERB Concurrence:
41. ECS CCB Chair (Sign/Date):	42. Disposition: App __ A/C __ W__	43. CCR Closed Date:

CM01JL98

ORIGINAL

ADDITIONAL SHEET

CCR #: 78-0796
Rev: —
Originator: Benzell Floyd
Telephone: 0518
Office: MSS

Title: Evaluation of Remedy Action Request System's Distributed Server Option (COTS)

25. Description of Change: tickets from one site to another. Remedy now has a Distributed Server Option (DSO) for the ARS (Version 3.0 or higher) which enables the transfer of and access to entries in the ARS database transparently across geographically dispersed Remedy ARS servers

26. Proposed Solution: The vendor will provide, upon request, an evaluation license key for a 60 day evaluation. Estimated ARS/Sybase disk space requirements: 180MB, Minimum RAM requirement: 48M

27. Alternate Solution:

28. Consquence(s) If change(s) are not approved:

not a request for acquisition and use of the DSO will be submitted.

29. Explain (if necessary):

Maintenance Training:
Performance:
Operation Training:
Safety:
Service:
Support:
Test: